“Impact of Occupational Stress on Job Performance among MSRTC Bus Drivers and Conductors with special reference to Beed District”

A Ph.D.

Synopsis

Submitted to

SWAMI RAMANAND TEERTH MARATHWADA UNIVERSITY, NANDED

Under The Faculty of Commerce and Management Sciences,

Submitted By

Mr. Sagar Sharad Kulkarni

(M.Com. B.ed., M.Phil.,SET, DMCJ)

Under the Supervision and Guidance of

Dr. P. S. Trimukhe (Kawale)

(M.Com. M.Phil. SET, NET(JRF), Ph.D. ,G.D.C.&A.)

Assistant Professor

Rajarshi Shahu Mahavidyalaya, Latur

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1. Introduction:

In recent period, the number of public vehicles in our country has been greatly improved. Public vehicles are important in many ways in India. Public vehicles provide mobility, creates employment and quality. The public transport services are important and they affect economy, in terms of employment, wages and business income. The long term investment in public transport is beneficial to Indian economy, which enables a variety of economic productivity, better performance and economic efficiency. Though the buses are important public transport vehicles in the India. The share of public transport has been declining. In compare, the numbers of two wheelers and cars are growing.

Public vehicles like buses are much more helpful to our Indian people to provide education, employment, economic efficiency, productivity, medical care, employment opportunities, and other resources. They saves money, they transforms communities and the lives of peoples living in them. Public transport helps to economic development, promotes to sustainable lifestyle and provides a better quality of life.

In Indian society every section like families, individuals, communities, societies, businesses, benefited from public transportation. They provides economic opportunities, buses are a safer way to travel than by automobile, it reduces chances of accidents, buses are reduces gasoline consumption and reduces the nations carbon emissions. Also reduces air pollution, energy and oil consumption. It helps to both riders and non riders. Buses provide personal mobility, safety, security, and freedom form people from every walk of life. Peoples access the buses to get work, going to offices, schools, visit friends, relatives etc.

Considering all these advantages there is more requirements to make stronger conditions and develop buses. Huge financial losses, ineffective and incompetent services, increasing the accidents etc. these are main problems faced by buses. In order to

conquer these major problems there is huge need of development and continuous research in this department.

The Maharashtra State Road Transport Corporation (MSRTC) is the main public transport corporation in Maharashtra. The MSRTC is established by the government of Maharashtra by passing the Road Transport act 1948 and State Road Corporation act 1950. The MSRTC aimed at to provide safe, comfort, continuous endeavor, economic, adequate, punctual and efficient services to travelling public in the state.

2. Statement of Problem:

The research study is undertaken to examine Impact of Occupational Stress on job performance among MSRTC Bus Drivers and Conductors. Stress has very serious impact on job performance. The MSRTC bus drivers and conductors are having over workload, work is very monotonous, they faced overcrowdings in bus depot also faces roles in both their bus depot and family and work pressure is always very high. Therefore an attempt is made to study the impact of occupational stress on job performance among MSRTC bus drivers and conductors. It is very significant for them to assess the impact of occupational stress on job performance and its result. This is very useful to MSRTC bus drivers and conductors to develop some strategies and techniques to manage their stress. Therefore a separate study is needed for finding the impact of stress on respondent's performance. Hence it is titled as **"Impact of Occupational Stress on Job Performance among MSRTC Bus Drivers and Conductors with special reference to Beed District"**

3. Need and Significance of the Study:

The objective of MSRTC is to provide a safe, comfort, continuous, economic, adequate, punctual and efficient services to travelling public in Maharashtra state. However, the services of MSRTC is not efficient and in timely as it can be seen on the roads. It is also some accidents that are take place with MSRTC buses are considerable.

In today's globalised world, bus drivers and conductors performance become a major and essential part for MSRTC success. To understand the factors leading to occupational

stress and its impact on bus drivers and conductors is important for MSRTC to ensuring the success and smooth functioning. The aim of this study is to examine the impact of occupational stress on performance of bus drivers and conductors in MSRTC.

4. Objectives of the study:

1. To study the level of occupational stress among MSRTC Bus Drivers and Conductors.
2. To explore the different dimensions and causes of Occupational stress among MSRTC bus drivers and conductors in Beed District.
3. To study the stress management techniques used by MSRTC to manage stress.
4. To study the impact of Occupational stress on job performance among the respondents.
5. To examine the relationship between personal, financial factors with occupational stress and job performance.
6. To give recommendations to MSRTC to reduce stress of its bus drivers and conductors and to improve its performance.

5. Statement of hypothesis:

1. HYPOTHESIS

H1. : Occupational Stress has impact on job performance among MSRTC Bus Drivers and Conductors in Beed District

2. HYPOTHESIS

H2: There is significant relationship between personal &family problems and increase the occupational stress of selected MSRTC Bus Drivers and Conductors in Beed District

3. HYPOTHESIS

H3: There is significant relationship between working environment and occupational stress of selected MSRTC Bus Drivers and Conductors in Beed District

4. HYPOTHESIS

H4: There is significant relationship between organizational factors and the occupational stress of selected MSRTC Bus Drivers and Conductors in Beed District.

5. HYPOTHESIS

H5: There is significant relationship between financial factors and the occupational stress of selected MSRTC Bus Drivers and Conductors in Beed District.

6. Research Methodology:

The present study pertaining among MSRTC bus drivers and conductors in Beed District and it is based on certain objectives. In the light of these objectives scope of the study has been determined. The technique of investigation adopted the tools used, pattern of statistical analysis etc. determined on the basis of objectives of study. This study attempts to analyze various aspects contributing to occupational stress and job performance, reasons of occupational stress, symptoms of stress, techniques that are used to manage this type of stress. For the present research work the following methodology will beused by the researcher and conclusions will drawn accordingly. The research study is descriptive and analytical in nature. The study is with reference to occupational stress and its impact on job performance among MSRTC bus driver and conductors in Beed District.

Classes of respondents to be contacted:

1 Officials of MSRTC

2 Managing Committees of MSRTC

3 MSRTC Bus Drivers and Conductors

4 MSRTC Bus Depot Managers

5 Leaders MSRTC Labor Union

Sample survey method will be adopted for studying the impact of occupational stress on job performance among MSRTC Bus drivers and conductors. Personal interview method

will be used. This study is empirical in nature on data will be collected with the help of in depth questionnaire.

Universe and Sample size

SR. No.	Class	Universe	Sample size	Method of selection	Data collection
1	**Bus Drivers and Conductors**	**5354**	**500**	**Simple Random Sampling**	**Personal interview & Questionnaire**

7. Data Collection:

The data is most important for research work. Without data research cannot be completed. The methodology for conducting research is based on data that is collected from primary as well as secondary sources as mention below

Primary data:

For this research researcher will use primary data. It will be both descriptive and analytical. For this extensive structured Questionnaire, personal interviews and observation techniques are used for collecting the primary data. In this questionnaire consists of primary and auxiliary information of respondents. Primary data will be collected from bus drivers and conductors. Structured questionnaire will be prepared to covering profile of respondents, different aspects of study. Proper interviews are arranged. In addition to this, related information is collected through unofficial discussions. Also the respondent's observation is helpful for collecting data with questionnaire. A sample of 500 respondents will be collected from research area.

Secondary data:

1. Past and current MSRTC record.
2. News related to MSRTC from renowned newspapers, journals and magazines.
3. Books on stress management and job performance
4. Information from T.V., Radio and internet.

6. Visit to renowned libraries

Apart from these main techniques, secondary data collected from various books, news papers, national and international journals, thesis publications, article web links, from various websites.

8. Technique of data analysis:

The data collected is coded, classified and tabulated by using various statistical tools. It is analyzed through tables and graphs.

Figures and diagrams, Ms-excel. , Chi Square Test.

Following statistical tools has been applied for the present study

1. Bar diagram

It is used to represent and compare classes and groups of data.

2. Pie- chart

It is used to show percentage or proportional data.

3. Tabulation

It is used to better understand research results

9. Limitations of the Study:

No study is complete in all aspects. There are some aspects and issues, which could not be covered in this study due to certain limitations. The study is restricted in Beed dist. only. The study will be based on sampling method not on census method so that it is difficult to cover all MSRTC bus driver and conductors to evaluate their stress.

10. Scope of the Study:

The main aim of the study is to understand the impact of occupational stress on job performance among MSRTC bus drivers and conductors in Beed dist. depots. Besides the factors impacting another aim of the study is to study the reasons of Occupational stress among MSRTC bus drivers and conductors in Beed dist. depots.

11. Chapter Scheme for Study:

Chapter I: Introduction

Chapter II: Review of Literature

Chapter III: Research Methodology

Chapter IV: MSRTC Profile

Chapter V: Data Analysis and Interpretation

Chapter VI: Findings, Conclusion and Suggestions

Sagar Sharad Kulkarni **Dr. P. S. Trimukhe (Kawale)**

Research Fellow **Research Guide**